
CITY OF SAN ANTONIO PURCHASING & GENERAL SERVICES DEPARTMENT

Issued By: DS/dc
BID NO.: A638-05

Date Issued: March 5, 2004
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**FORMAL INVITATION FOR BIDS
ANNUAL CONTRACT FOR PERSONAL COMPUTER SERVICES**

Sealed bids in triplicate, subject to the Terms and Conditions of this Invitation for Bids and other contract provisions, will be received at the City Clerk, City Hall until 2:00 P.M. Central Time **APRIL 9, 2004**.

The City of San Antonio Purchasing Department is willing to assist any bidder(s) in the interpretation of bid provisions or explanation of how bid forms are to be completed. Assistance may be received by visiting the Purchasing Office in the City Hall Annex, 131 W. Nueva, or by calling (210) 207-7260.

It is the policy of the City of San Antonio to involve qualified Small, Minority, Woman-owned, and local business in construction, procurement, professional services, and leases and concessions contracting. The City of San Antonio has established the following minority business enterprise (MBE), woman business enterprise (WBE), African-American business enterprise (AABE), and small business enterprise (SBE) utilization goals:

MBE Goal: 15% WBE Goal: 10%
AABE Goal: 3% SBE Goal: 50%

This invitation includes the following:

Invitation for Bids

Specifications and General Requirements

Terms and Conditions of Invitation for Bids

Price Schedule

The undersigned, by his/her signature, represents that he/she is authorized to bind the Bidder to fully comply with the Specifications and General Requirements for the amount(s) shown on the accompanying bid sheet(s). By signing below, Bidder has read the entire document and agreed to the terms therein.

Signer's Name: _____ Firm Name: _____
(Please Print or Type)

Address: _____

Signature of Person Authorized to Sign Bid _____ City, State, Zip Code: _____

Email Address: _____ Telephone No.: _____

Fax No.: _____

Please complete the following:

Prompt Payment Discount: _____ % _____ days. (If no discount is offered, Net 30 will apply.)

Please check the following blanks which apply to your company:

Ownership of firm (51% or more):

___ Non-minority ___ Hispanic ___ African-American ___ Other Minority (specify) _____

___ Female Owned ___ Handicapped Owned ___ Small Business (less than \$1 million annual receipts or 100 employees)

Indicate Status: ___ Partnership ___ Corporation ___ Sole Proprietorship ___ Other (specify) _____

Tax Identification Number: _____ Social Security Number: _____ - _____ - _____

FOR CITY USE ONLY

AWARD

Items Accepted:	Ordinance No:	Date:	Amount:
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Approved: _____

CITY OF SAN ANTONIO

TERMS AND CONDITIONS OF INVITATION FOR BIDS**READ CAREFULLY****1. GENERAL CONDITIONS**

Bidders are required to submit their bids upon the following expressed conditions:

- (a) Bidders shall thoroughly examine the drawings, specifications, schedule(s), instructions and all other contract documents.
- (b) Bidders shall make all investigations necessary to thoroughly inform themselves regarding plant and facilities for delivery of material and equipment as required by the bid conditions. No plea of ignorance by the bidder of conditions that exist or that may hereafter exist as a result of failure or omission on the part of the bidder to make the necessary examinations and investigations, or failure to fulfill in every detail the requirements of the contract documents, will be accepted as a basis for varying the requirements of the City or the compensation to the vendor.
- (c) Bidders are advised that all City contracts are subject to all legal requirements provided for in the City Charter and/or applicable City Ordinances, state and federal statutes. Any bid, after being opened, becomes subject to the Open Information Act, Government Code Chapter 552, therefore bidders must clearly indicate any portion of the submitted bid that the bidder claims is not subject to public inspection under the Open Information Act.
- (d) No officer or employee of the City shall have a financial interest, direct or indirect, in any contract with the City, or shall benefit financially, directly or indirectly, in the sale to the City of any materials, supplies or services, except on behalf of the City as an officer or employee. This prohibition extends to the City Public Service Board, San Antonio Water System, and all City boards and commissions other than those which are purely advisory. In this instance a City employee is defined as any employee of the City who is required to file a financial involvement report pursuant to the City's ethics ordinance.

2. PREPARATION OF BIDS

Bids will be prepared in accordance with the following:

- (a) All information required by the bid form shall be furnished or the bid may be deemed non responsive. The bidder shall print or type name and manually sign the Invitation for Bids.
- (b) Where there is a discrepancy between the unit price and the extended price, the unit price shall prevail.
- (c) Any bid that is considered for award on an "all or none" basis must include a price quote for all units or line items. Any bid that is considered for award by each unit or line item must include a price for each unit or line item for which the bidder wishes to be considered. Any ambiguity in the bid as a result of omission, error, unintelligible or illegible wording shall be construed in the favor of the City.
- (d) Alternate bids may be allowed at the sole discretion of the City.

- (e) Bidders will neither include federal taxes nor State of Texas limited sales excise and use taxes in bid prices since the City of San Antonio is exempt from payment of such taxes. An exemption certificate will be signed by City where applicable upon request by bidder.

3. DESCRIPTION OF SUPPLIES

Any catalog or manufacturer's reference used in describing an item is merely descriptive, and not restrictive, unless otherwise noted, and is used only to indicate type and quality of material. Each bid must clearly identify the proposed product, the quantity of the product, model, and type, as applicable. Prorata adjustments to packaging and pricing may be allowed at the sole discretion of the City.

4. ASSURANCE OF COMPLIANCE - EQUAL EMPLOYMENT OPPORTUNITY AND SMALL AND/OR MINORITY BUSINESS ADVOCACY REQUIREMENTS

It is the policy of the City of San Antonio that Small and/or Minority Business Enterprises shall have the maximum practicable opportunity to participate in the performance of public contracts. Bidder agrees that if this bid is accepted, he/she will not engage in employment practices which have the effect of discriminating against employees or prospective employees because of race, color, religion, national origin, sex, age, handicap or political belief or affiliation. In addition, bidder agrees, by submittal of this bid, that he/she will abide by all applicable terms and provisions of this Nondiscrimination Clause and the Small Business Advocacy Clause. These clauses are available in the City's Department of Economic and Employment Development and the City Clerk's Office.

5. SAMPLES, DEMONSTRATIONS AND TESTING

At the City's request and direction, bidder shall provide product samples and/or testing of items bid to ensure compliance with specifications. Samples, demonstrations and/or testing may be requested prior to award of the contract, upon delivery and/or at any point during the term of resulting contract. After notification, samples, demonstrations and/or testing must be provided within **ten** days. Failure to provide samples prior to award of contract will disqualify bidder from consideration. All samples (including return thereof), demonstrations and/or testing shall be at the expense of the bidder. Samples will be returned upon request; otherwise, samples will become property of the City of San Antonio, **ten** days after award of the contract.

6. SUBMISSION OF BIDS

- (a) **Bids in triplicate** shall be enclosed in sealed envelopes addressed to the City Clerk, City of San Antonio. The name and address of bidder, the date and hour of the bid opening, bid number and title of the bid solicitation shall be marked on the outside of the envelope(s).
- (b) Bids must be submitted on the forms furnished. Facsimile bids must be submitted in accordance with Par. 6 (a) above. Bids, however, may be modified provided such modifications are sealed and received by the City Clerk prior to the time and date set for the bid opening. However, the City of San Antonio shall not be responsible for lost or misdirected bids or modifications.
- (c) By submittal of this bid, bidder certifies to the best of his/her knowledge that all information is true and correct.

7. REJECTION OF BIDS

- (a) The City may reject a bid if:
 - 1. The bidder misstates or conceals any material fact in the bid; or
 - 2. The bid does not strictly conform to law or the requirements of the bid;
 - 3. The bid is conditional, except that the bidder may qualify the bid for acceptance by the City on an “All or None” basis or a “Low Item” basis. An “All or None” basis bid must include all items upon which bids are invited.
- (b) In the event that a bidder is or subsequently becomes delinquent in the payment of his, her or its City taxes, including state and local sales taxes, such fact shall constitute grounds for rejection of the bid, or if awarded the bid, for cancellation of the contract. However, the City reserves the right to deduct any delinquent taxes from payments that the City may owe to the delinquent bidder as a result of such contract.
- (c) The City may, however, reject all bids whenever it is deemed in the best interest of the City to do so, and may reject any part of a bid unless the bid has been qualified as provided in Par. 7 (a) 3 above. The City at its sole discretion may also waive any minor informalities or irregularities in any bid, to include failure to submit sufficient bid copies, failure to submit literature or similar attachments, or business affiliation information.

8. WITHDRAWAL OF BIDS

Bids may not be withdrawn after the time set for the bid opening, unless approved by the City Council.

9. LATE BIDS OR MODIFICATIONS

Bids and modifications received after the time set for the bid opening will not be considered.

10. CLARIFICATION TO BID SPECIFICATIONS

- (a) If any person contemplating submitting a bid for this contract is in doubt as to the true meaning of the specifications, other bid documents, or any part thereof, he/she may submit to the City Director of Purchasing on or before seven calendar days prior to scheduled opening, a request for clarification. All such requests for information shall be made in writing and the person submitting the request will be responsible for its prompt delivery. Any interpretation of the bid, if made, will be made only by Addendum duly issued. A copy of such Addendum will be mailed or delivered to each person receiving bids. The City will not be responsible for any other explanation or interpretation of the proposed bid made or given prior to the award of the contract. Any objections to the specifications and requirements as set forth in this bid must be filed in writing with the Director of Purchasing on or before **seven** calendar days prior to the scheduled opening.
- (b) The City reserves the right to request clarification to assist in evaluating the bidder's response when the bid response is unclear with respect to product pricing, packaging or other factors. The information provided is not intended to change the bid response in any fashion and such information must be provided within **two** days from request.

11. DISCOUNTS

- (a) Prompt payment discounts will be considered in making the award provided the period of the discount offered is sufficient to permit payment within such period in the regular course of business (minimum ten days).
- (b) In connection with any discount offered, time will be computed from the date of receipt of supplies or services, or from the date a correct invoice is received, whichever is the later date. Payment is deemed to be made on the date of mailing of the check.

12. AWARD OF CONTRACT

- (a) Per Section § 252.043 of the Texas Local Government Code, the contract will be awarded to either the lowest responsible bidder or to the bidder who provides goods and/or services at the best value for the City. In determining best value, the City may consider price, reputation, quality, past relationship with City, SBEDA requirements, long term cost and any other relevant factors.
- (b) The City reserves the right to accept any item or group of items on this bid, unless the bidder qualifies his/her bid by specific limitations. Re Par.7 (a) 3 above.
- (c) A written award of acceptance (manifested by a City Ordinance) and appropriation mailed or otherwise furnished to the successful bidder results in a binding contract without further action by either party.
- (d) The City of San Antonio reserves the right to utilize previous purchases as a basis for evaluation of bids when future usages are unable to be determined.
- (e) Breaking of tie bids shall be in accordance with the Texas Local Government Code § 271.901.
- (f) Although the information furnished to bidders specified the approximate quantities needed, based on the best available information where a contract is let on a unit price basis, payment shall be based on the actual quantities supplied. The City reserves the right to delete items, prior to the awarding of the contract, and purchase said items by other means; or after the awarding of the contract, to increase or decrease the quantities bid in accordance with § 252.048 of the Texas Local Government Code. No changes shall be made without written notification of the City.

13. CONTRACT TERMINATION**TERMINATION-BREACH:**

- (a) Should vendor fail to fulfill in a timely and proper manner, as determined solely by the Director of Purchasing & General Services, its obligations under this contract, or violate any of the terms of this contract, the City shall have the right to immediately terminate the contract. Notice of termination shall be provided in writing to the contractor, effective upon the date set forth in the notice. Such termination shall not relieve the vendor of any liability to the City for damages sustained by virtue of any breach by the vendor.

TERMINATION-NOTICE:

- (b) Either party may cancel the contract at any time after award. The City shall be required to give the vendor notice **thirty** days prior to the date of cancellation of the contract. The vendor shall be required to give the City written notice **sixty** days prior to the date of cancellation of the contract.

TERMINATION-FUNDING:

- (c) City retains the right to terminate this contract at the expiration of each of City's budget periods. This contract is conditioned on a best efforts attempt by City to obtain and appropriate funds for payment of any debt due by City herein.

14. DELIVERY OF GOODS/SERVICES

- (a) All materials are to be delivered F.O.B., City of San Antonio's designated facility.
- (b) Delivery dates pertaining to this invitation must be clearly stated in the bid form where required and include weekends and holidays. Failure to comply with this requirement may be a cause for disqualification of the bid. Unless otherwise specified, delivery at the earliest date is required. The bidder will clearly state in the bid the time required for delivery upon receipt of contract or purchase order. Proposed delivery time must be specific and such phrases "as required", "as soon as possible" or "prompt" may result in disqualification of the bid.
- (c) Upon award of a contract, the vendor is obligated to deliver the goods to the destination specified in the Invitation for Bids or the Purchase Order and bears the risk of loss until delivery. If this Invitation for Bids or Purchase Order does not contain delivery instructions, bidders shall request instructions in writing from the Director of Purchasing. If the delivery instructions contained in the Invitation for Bids allocate delivery costs and risks in a manner contrary to this section, the provisions of this Invitation for Bids shall prevail.
- (d) When delivery is not met as provided for in the contract, the Purchasing Department reserves the right to make the purchase on the open market, with any cost in excess of the contract price paid by the vendor, in addition to any other damages, direct or consequential, incurred by the City as a result thereof. In addition, failure of the vendor to meet the contract delivery dates will be cause for removal of the vendor from the City's list of eligible bidders as determined by the Purchasing & General Services Department.

15. PERFORMANCE DEPOSIT

- (a) The following provisions shall apply only when a performance deposit is specified as required in this Invitation for Bids.
- (b) The successful vendor must furnish the City of San Antonio with a performance deposit in the amount set forth in the Invitation For Bids. This deposit is not to be submitted with the bid, but must be presented to the Purchasing & General Services Department within **ten** days from request.
- (c) The City of San Antonio will not enter into a contract or issue a purchase order until the successful vendor has complied with the performance deposit provisions.

- (d) The performance deposit shall be in the form of a performance bond (in a form acceptable to the City Attorney), cashier's check, certified check upon a state or national bank or trust company, or a check on such bank or trust company signed by a duly authorized officer thereof (checks to be drawn payable to the City of San Antonio), or a Certificate of Deposit from such bank or trust company assigned to the City of San Antonio, or an irrevocable letter of credit from a state or national bank or trust company.
- (e) The performance deposit of the successful vendor shall be returned by the City upon completion of the contract and final acceptance of all items in accordance with conditions thereof.
- (f) Failure of successful vendor to perform any of the services required by this contract within **ten** days of receipt of written demand for performance from City, or failure of vendor to correct or replace defective goods or products within **ten** days from receipt of written demand therefore, shall constitute a total breach of this contract and shall cause this contract to terminate immediately upon the expiration of the ten day period. In the event of such termination, the performance deposit shall be retained by the City of San Antonio as liquidated damages, based upon mutual agreement and understanding between vendor and City at the time this bid is solicited, submitted and accepted, that the City of San Antonio is a governmental agency engaged in public projects, and that the measurement of damages, which might result from a breach of the terms and specifications herein is difficult or impossible to determine. However, the Director of Purchasing & General Services with the concurrence of the City Manager, may return all or part of the performance deposit to the vendor if the Director determines, in the Director's sole discretion, that the failure to perform the conditions of this contract was the result of acts or events over which the vendor had no control. The determination shall then be final and binding on all parties.

16. INDEPENDENT CONTRACTOR

It is expressly understood and agreed by both parties hereto that the City is contracting with the successful vendor as an independent contractor. The parties hereto understand and agree that the City shall not be liable for any claims which may be asserted by any third party occurring in connection with the services to be performed by the successful vendor under this contract and that the successful vendor has no authority to bind the City.

17. BID RESULT REQUEST

Any party who wishes to be provided documents relating to the bid results shall make a request in writing. Pursuant to state law, the City may assess a fee in order to recoup the cost related to providing the requested information.

18. PATENTS/COPYRIGHTS

The successful vendor agrees to indemnify and hold the City harmless from any claim involving patent infringement or copyrights on goods supplied.

19. INDEMNITY

- (a) **CONTRACTOR** covenants and agrees to **FULLY INDEMNIFY** and **HOLD HARMLESS**, the **CITY** and the elected officials, employees, officers, directors, and representatives of the **CITY**, individually or collectively, from and against any and all costs, claims, liens, damages losses, expenses, fees, fines, penalties, proceedings, actions, demands, causes of action, liability and suits of any kind and nature, including but not limited to, personal injury or death and property damage, made upon the **CITY**, directly or indirectly arising out of resulting from or related to **CONTRACTOR'S** activities under this **CONTRACT**, including any acts or omissions of **CONTRACTOR**, any agent, officer, director, representative, employee, consultant or subcontractor of **CONTRACTOR**, and their respective officers, agents, employees, directors and representatives while in the exercise or performance of the rights or duties under this **CONTRACT**, all without, however, waiving any governmental immunity available to the **CITY** under Texas Law and without

waiving any defenses of the parties under Texas Law. The provisions of this **INDEMNIFICATION** are solely for the benefit of the parties hereto and not intended to create or grant any rights, contractual or otherwise, to any other person or entity. **CONTRACTOR** shall promptly advise the **CITY** in writing of any claim or demand against the **CITY** or **CONTRACTOR** known to **CONTRACTOR** related to or arising out of **CONTRACTOR'S** activities under this **CONTRACT** and shall see to the investigation and defense of such claim or demand at **CONTRACTOR'S** cost. The **CITY** shall have the right, at its option and at its own expense, to participate in such defense without relieving **CONTRACTOR** of any of its obligations under this paragraph.

- (b) It is the **EXPRESS INTENT** of the parties to this contract, that the **INDEMNITY** provided for in this section, is an **INDEMNITY** extended by **CONTRACTOR** to **INDEMNIFY, PROTECT** and **HOLD HARMLESS** the **CITY** from consequences of the **CITY'S OWN NEGLIGENCE**, provided however, that the **INDEMNITY** provided for in this section **SHALL APPLY** only when the **NEGLIGENT ACT** of the **CITY** is a **CONTRIBUTORY CAUSE** of the resultant injury, death, or damage, and shall have no application when the negligent act of the **CITY** is the sole cause of the resultant injury, death, or damage. **CONTRACTOR** further **AGREES TO DEFEND, AT ITS OWN EXPENSE** and **ON BEHALF OF THE CITY AND IN THE NAME OF THE CITY**, any claim or litigation brought against the **CITY** and its elected officials, employees, officers, directors and representatives, in connection with any such injury, death, or damage for which this **INDEMNITY** shall apply, as set forth above.

20. INSURANCE

If required, specific insurance provisions will be included in bid specifications. An original, certified copy of an insurance certificate must be submitted within **ten** days from request. The successful vendor will be required to maintain, at all times during performance of the contract, the insurance detailed in bid specifications. Failure to provide this document may result in disqualification of bid.

21. ACCEPTANCE BY CITY

The City shall have a reasonable time (but not less than 30 days) after receipt to inspect the goods and services tendered by vendor. The City at its option may reject all or any portion of such goods or services which do not, in City's sole discretion, comply in every respect with all terms and conditions of the contract. The City may elect to reject the entire goods and services tendered even if only a portion thereof is nonconforming. If the City elects to accept nonconforming goods and services, the City, in addition to its other remedies, shall be entitled to deduct a reasonable amount from the price thereof to compensate the City for the nonconformity. Any acceptance by the City, even if non-conditional, shall not be deemed a waiver or settlement of any defect in such goods and services.

22. WARRANTY

The supplies or services furnished under this contract shall be covered by the most favorable commercial warranties given to any customer for same or similar supplies or services.

23. CHANGE ORDERS

No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated in the resulting contract. All change orders will be made in writing by the City of San Antonio Purchasing & General Services Department.

24. ASSIGNMENT

The successful vendor shall not sell, assign, transfer or convey this contract in whole or in part, without the prior written consent of the City of San Antonio Purchasing & General Services Department. Any such assignment or transfer shall not release vendor from all contractual obligations.

25. INTERLOCAL PARTICIPATION

- (a) The City may, from time to time, enter into Interlocal Cooperation Purchasing Agreements with other governmental entities or governmental cooperatives (hereafter collectively referred to as “Entity” or “Entities”) to enhance the City’s purchasing power. At the City’s sole discretion and option, City may inform other Entities that they may acquire items listed in this Invitation for Bids (hereafter “IFB”). Such acquisition(s) shall be at the prices stated herein, and shall be subject to bidder’s acceptance. Entities desiring to acquire items listed in this IFB shall be listed on a rider attached hereto, if known at the time of issuance of the IFB. City may issue subsequent riders after contract award setting forth additional Entities desiring to utilize this bid. VENDOR shall sign and return any subsequently issued riders within **ten** calendar days of receipt.
- (b) In no event shall City be considered a dealer, remarketer, agent or other representative of Vendor or Entity. Further, City shall not be considered and is not an agent; partner or representative of the Entity making purchases hereunder, and shall not be obligated or liable for any such order.
- (c) Entity purchase orders shall be submitted to Vendor by the Entity.
- (d) Vendor authorizes City’s use of Vendor’s name, trademarks and Vendor provided materials in City’s presentations and promotions regarding the availability of use of this contract. The City makes no representation or guarantee as to any minimum amount being purchased by City or Entities, or whether Entity will purchase utilizing City’s contract.

CITY WILL NOT BE LIABLE OR RESPONSIBLE FOR ANY OBLIGATIONS, INCLUDING, BUT NOT LIMITED TO, PAYMENT, AND FOR ANY ITEM ORDERED BY AN ENTITY OTHER THAN CITY.

26. QUESTIONS

Questions regarding interpretation of bids, bid results or bid awards should be directed to the Purchasing & General Services Department at (210) 207-7260 and referenced by bid number.

SPECIFICATIONS AND GENERAL REQUIREMENTS

SCOPE: This contract will provide the City of San Antonio with services for personal computers on an annual basis. These services are described as "Work Order" and "Non-Scheduled" maintenance required to maintain, repair, move, remove, install, and upgrade personal computers and related software.

PERIOD OF CONTRACT: Contract shall be for the period beginning upon award by San Antonio City Council and terminating September 30, 2007.

Upon mutual consent of City of San Antonio and the contractor, the City of San Antonio reserves the right to extend the contract for two (2) additional one-year periods based on the initial offer submitted.

STANDARD REQUIREMENTS

1. Prospective bidders must prove beyond any doubt to the City Purchasing Manager that they are duly qualified, capable, bondable, etc. to fulfill and abide by the specifications herein listed.
2. When contractor cannot abide by terms and conditions in fulfilling the contract, contractor must supply service or supplies from other sources at the contract price. If contractor delays in the above, the City reserves the right to purchase on the open market and charge contractor the difference between contract price and the purchase price.
3. The Annual Contract shall include the following terms and conditions:
 - a) An Annual Contract purchase order will be issued for each City agency authorized to place orders against this annual contract. This contract purchase order will not list individual items or prices. Vendor must have the Contract Purchase Order before making any delivery. Payment will be made by the City on a monthly basis.
 - b) All invoices must be submitted in duplicate and show each purchase order number and corresponding City agency. Invoices must be legible. Items billed on invoices must be specific as to applicable stock, manufacturer, catalog or part number (if any). All items must show unit prices or otherwise specified. If prices are based on discounts from list, then list prices, discounts in terms of percentage, and net prices must be shown. If prices are based on list prices basis, then the list prices, the "plus" in terms of percentage, and net unit prices, extensions and net total prices must be shown. In connection with any term discount offered, time will be computed from the first of the month following receipt of supplies or services, or a correct invoice. Payment is deemed to be made on the date of mailing of the check.
 - c) Bidders' facilities and equipment will be a determining factor in making the bid award. All bidders may be subject to inspection of their facilities and equipment.
4. Any materials or parts used in complying with contract are to be equal to or better than original equipment, and approved by ITSD.
5. Prices must remain firm for the duration of the contract period and any contract extensions.
6. A pre-bid conference will be held on **Wednesday, March 24, 2004 at 2:00PM** at the City's Information Technology Services Building located at 515 S. Frio Street.
7. AWARD WILL BE MADE "ALL OR NONE" TO ONE VENDOR ONLY.

8. The City reserves the right to extend the term of the contract in 30 day increments, not to exceed 90 days total with written notice to the vendor; provided, that the City shall give the vendor a preliminary written notice of its intent to extend at least 10 days before the contract expires. The preliminary notice does not commit the City to an extension.
9. For additional information contact Mr. Curtis Brinson, Sr. Buyer at (210) 207-6554.

INSURANCE REQUIREMENTS:

The contractor shall maintain, for the duration of this agreement and any extensions or renewals hereof, insurance by a company or companies qualified to do business in the State of Texas, and rated A- or better by A.M. Best Company and/or otherwise acceptable to the City, in the following types and amounts:

Type	Amount
*Workers Compensation Employer's Liability	Statutory \$1,000,000/\$1,000,000/\$1,000,000
Commercial General (public) Liability Insurance to include coverage for the following: a. Premises operations b. Independent contractors c. Products/completed operations d. Personal Injury e. Contractual Liability f. Broad form property damage, to include fire legal liability	For <u>Bodily Injury</u> and <u>Property Damage</u> of \$1,000,000 per occurrence; \$2,000,000 General Aggregate, or its equivalent in Umbrella or Excess Liability Coverage (f) \$50,000
Business Automobile Liability a. Owned/leased vehicles b. Non-owned vehicles c. Hired Vehicles	<u>Combined Single Limit</u> for <u>Bodily Injury</u> and <u>Property Damage</u> of \$1,000,000 per occurrence

Contractor agrees that with respect to the above required insurance, all insurance contracts and Certificate(s) of Insurance will contain the following required provisions:

- Name the City and its officers, employees, volunteers, and elected representatives as additional insured's as respects operations and activities of, or on behalf of, the named insured performed under contract with the City, with the exception of the workers' compensation and professional liability policies;
- Provide for an endorsement that the "other insurance" clause shall not apply to the City of San Antonio where the City is an additional insured shown on the policy;
- Workers' compensation and employers' liability policies will provide a waiver of subrogation in favor of the City.

*Any alternate workers compensation employer's liability insurance plan submitted by the vendor must be approved by the City's Risk Management Dept.

GENERAL DESCRIPTION OF WORKING ENVIRONMENT

The City's network runs on 10/100-Mb networks that interconnect through multiple fiber optic backbones, Category 5 and Category 5e cable. Our WAN (Wide Area Network) is accessed through OS12, OS3, T1s, DSL, ISDN, Frame Relay, Wireless, dial up, POTs and VPN connectivity.

- **SERVERS.** The City predominately operates in a centralized server environment with storage farming and data warehousing. The standard servers include:
 - Microsoft Windows 2000 Advance Server, Windows 2000 Server, Windows 2000 Professional Windows Server 2003.
 - Microsoft ISS II V5.0 (Internet Information Service).
 - Microsoft SQL 2000 Data Base
 - Exchange Servers
 - Web Servers
 - Internet & Intranet Servers
- **DESKTOP.** There are approximately 5000 desktops operating at the City. The majority of our desktops are Dell, and Gateway; The City also has some Compaq desktop computers.

APPLICABLE DOCUMENTS

At time of bid submission, vendor must provide the following documentation according to (7.0) Qualification-Certification Section of this bid:

1. Manufacture Authorized Warranty Parts and Service Provider Certificate.
2. Official letter stating Company Professional Experience.
3. Official letter providing information required on employees.
4. Supervisor's name and phone number as well as email address to receive calls about work orders and trouble tickets and to escalate issues to resolve them.
5. Schedule of Vendors holidays for calendar year.
6. Vendor's address for Parts Depot.
7. Insurance Certificate.

Prior to the commencement of this contract, the City will provide the vendor with the following:

1. Point of contact for authorization and coordination of non-maintenance service and other services.
2. Name of personnel at ITSD authorized to initiate a Work Order or Trouble Call Ticket with the vendor.
3. List of Stock Room representatives authorized to release and receive items to and from the vendor.

GENERAL REQUIREMENTS

The following services are required:

1. Work Order service for installs, upgrades, moves and removals of hardware, software and operating systems.
2. Non-schedule maintenance service to fix problems related to hardware, software and operating systems.

NOTE: Both services include the configuration of all hardware, software and operating systems.

1.0 Equipment. The services required will cover the following equipment but is not limited to:

Equipment	Manufacture
Personal Computers and Monitors	<ul style="list-style-type: none"> • Gateway • Dell • Compaq • Clones
Laptops & Components	<ul style="list-style-type: none"> • Panasonic • Memory • PC Cards: network and modems • PC Mobile • Docking Stations
Hard Drives	<ul style="list-style-type: none"> • SCSI • EIDE
Zip Drives	
Motherboards	
Video Cards	
Network Adapters	
Keyboards, Mice and Trackballs	
Controllers	Compaq
Toughbooks	Panasonic
Scanners & Document Feeders	
Plotters	
CD Writers	
Jet Direct Cards	HP & Lantronics
Bubble Jet Printers & Accessories	Flatbed, Portable, Cartridges, Battery Packs
DVD Drives	
Modems	
PDA devices	
New Equipment	

2.0 Software. The services will cover the following operating systems and software but is not limited to:

Operating Systems	Type	
Microsoft	Windows XP Pro	
	Windows 2000 Pro	
	NT 4.0	
	Windows 98	
	Windows 95	
Software	Backoffice	•
	Office XP Pro	
	Office 2000 Pro	
	Office 97 upgrades	
	Outlook	
	Norton Anti-viruscan	
	I-Explorer 4.0 and above	
	Jolly Giant	
	Rumba: TN3270, FTP	

	Project 98 & 2000	
	Publisher	
	Front Page	
	Visio Pro and Standard	
	Adobe Acrobat	

3.0 Configuration and network connectivity.

Vendor must configure hardware, software and operating systems to ensure that the City customer can connect and access the City internal network and Internet where applicable. This includes but is not limited to:

- TCPIP
- Net Manage
- Programming of devices

4.0 Work Order Service.

- 4.1 This service can only be performed after the City generates and assigns a Work Order to the vendor.
- 4.2 A Work Order is the instrument that defines the type of work and includes but is not limited to the following.
 - 4.2.1 The installation, upgrade, moving and removing of hardware and software.
 - 4.2.2 The collection, delivery and installation of items on a Work Order.
- 4.3 The security of data on a customer's hard drive. Must retrieve, recover and restore data on hard drive and link to data on shared drives.
- 4.4 The loading and configuration of operating systems, hardware, software and drivers for network connectivity.
- 4.5 Other work that must be performed on a personal computer and related devices not in conflict with other contracts.
- 4.6 The annual estimated number of Work Orders is 1000. (See Attachment for details)
- 4.7 The vendor may be required to perform multiple Work Orders each day simultaneously at various City offices throughout the City of San Antonio.
- 4.8 The City estimates approximately 6739 work orders were performed in the last fiscal year. Approximately 1034 of these were assigned to the vendor. Approximately 4% of these were identified as ASAP work orders. Note: approximately 3000 additional work orders might be assigned to the vendor.
- 4.9 The City estimates the average number of hours to complete a Work Order is 16 hours. However, the amount of time will vary substantially depending on the nature and volume of tasks and devices included in a work order.

- 4.10 The City estimates the required number of Full Time staff a vendor may need is approximately 8 to complete 1000 work orders.

NOTE: The above figures are only “ESTIMATES” and the City does **not guarantee** any volume of man-hours or number of work orders to a vendor. The City will not be liable for the staffing a vendor employs.

5.0 Non-Schedule Maintenance Service.

- 5.1 This service can only be performed after the City generates and assigns a Trouble Ticket to the vendor.
- 5.2 The Trouble Ticket is the instrument that defines the nature of the problem and provides a classification that requires a call back and on-site performance within a given period of time.
- 5.3 Non-scheduled maintenance service relates to the required parts and labor to fix or repair equipment, devices or components similar to the hardware, software and operating systems that are provided in the hardware and software sections above.
- 5.4 The attached report provides the estimated number of items (hardware and software) included in work orders and trouble tickets.
- 5.4.1 The numbers do not include software items.
- 5.4.2 The attachment also provides the vendor with the City’s standard times that relate to performing work on each component.
- 5.4.3 Each component has a minimum-maximum range of time to complete work on the component.
- 5.4.4 All jobs must be completed within these time frames.
- 5.4.5 In the cases where the trouble ticket requires more time, the vendor must call the City’s Supervisor and receive approval prior to performing work that exceeds the maximum time.
- 5.5 The vendor could be required to perform multiple Trouble Ticket calls at various office locations around the City on the same day.
- 5.6 The City estimates approximately 21,000 trouble tickets were completed last fiscal year and estimates that the average time required to complete a trouble ticket was 3 hours. Note, this time is only an estimate, as the time required for each trouble ticket varies depending on the nature of the trouble and the number of items required resolving the ticket.
- 5.7 The City estimates that approximately 5% of these trouble tickets will be assigned to a vendor but this may vary substantially depending on the number and type of calls received.

- 5.8 The City estimates roughly that the vendor would need approximately 2 full time employees to perform trouble tickets but this may vary substantially depending on the number and nature of the trouble calls the City receives.

NOTE: The above figures are only “ESTIMATES” and the City does **not guarantee** any volume of man-hours or number of trouble tickets assigned to a vendor. The City will not be liable for the staffing a vendor employs.

The Attachment provided in the bid provides the standard time requirements to complete repairs for particular items of hardware and software in a trouble ticket. These are estimates for purposes of validating time spent on trouble tickets and for use over disputes on amount of time spent on a trouble ticket. These times may vary depending on the nature and size of problem on the trouble ticket.

6.0 Business Operation Hours & Charges.

There will be three types of labor charges for services performed by the vendor:

- 6.1 Normal hours Monday through Friday (7:45 a.m. to 5:00 p.m.)
- 6.2 Over-time weekly hours Monday through Friday (5:00p.m. to 7:45 am.)
- 6.3 Saturday/Sunday/Vendor holidays hourly rates.

Holiday Schedule. At the time of the bid submission, vendor must provide the City with the vendor's holiday schedule for 2004 and 2005. The above holiday hourly rates apply to the vendor's holidays only.

7.0 Certifications/Qualifications.

7.1 Vendor.

7.1.1 Vendor experience.

- 7.1.1.1 At time of bid opening, vendor must be a Manufacture Authorized Warranty Service Provider for parts, labor and service for Compaq and Gateway Personal Computers. Documents from the manufacturer must be provided upon bid submission to prove vendor complies with this specification. The vendor must continue its licenses and certifications for the duration of the contract at no cost to the City. And the City reserves the right to continue to request proof of a valid license and certifications.
- 7.1.1.2 At the time of bid opening, vendor must either be a Manufacture Authorized Warranty Service Provide for part; labor and service for Dell Personal Computers OR have participated in the Dell Premier Access Program for at least one year. The vendor must continue either at no cost to the City. Vendor must provide a letter proving this qualification has been met and can be verified by the City.
- 7.1.1.3 Vendor must have at least one-year experience in the last 3 years in providing warranty service including parts for Dell, and Gateway computers. At time of bid

opening, vendor must present the City with a letter with company references. The City reserves the right to communicate with these company references to verify this requirement has been met.

7.1.2 Vendor Provisions.

7.1.2.1 Vendor must provide their personnel with equipment, tools, and testing devices to perform jobs including backpacks. This will include backpacks required for loading operating systems, software and drivers for each employee.

7.1.2.2 Vendor must provide a Supervisor's name to assist in the coordination of work or trouble tickets and assist with resolving any conflicts should they develop.

7.1.2.3 Vendor must provide own transportation and carrying vehicle to deliver and return equipment. City will not pay for any transportation expenses.

7.1.2.4 Vendor's employees must not park vehicles in the City parking facilities located at 506 Dolorosa.

7.2 Vendor's Employees

7.2.1 Employee must be certified as a Service Provider to perform work on Dell and Gateway personal computers and must maintain current licenses throughout the term of the contract." An alternative option for Dell qualification is that the vendor and employees must have completed the Dell Premier Access Program. For this case, the vendor must provide the City with an official document from Dell proving the completion and meeting the standards for this program.

7.2.2 Employee must be A+ Certified and MCP Certified in Microsoft Windows 2000 Professional, Windows XP and any other operating system that the City introduces before performing work on personal computers requiring these operating systems. The City will provide the vendor one month notice as to when the City will require this additional certification of the employees of the vendor." The vendor must bear all associated cost with obtaining these licenses and certifications and there will be no cost to the City.

7.2.3 Each Employee must have a minimum of 2 years work experience installing, upgrading, moving, removing and configuring hardware, software, operating systems and networks on Dell and Gateway computers.

7.2.4 For new employees, they must meet all requirements defined in the bid and addendum for experience and certifications prior to performing work for this contract. All employees performing work for this contract must also maintain current licenses and certifications throughout the term of this contract.

7.2.5 Vendor must provide upon bid submission, an official authorized letter with Certificates relating to the above qualifications for each employee who will perform work under this

contract. Vendor must also provide the City with information for employees meeting the above work experience requirement and include the company name and contact person where the employee obtained their experience. The City reserves the right to verify the information provided. During the term of the contract, this information is required for any new employee as the new employees must meet these requirements prior to performing work on any Gateway, Compaq or Dell personal computers on a work order or trouble ticket.

7.2.6 The City reserves the right to select which vendor employees will perform work on City equipment. The City also reserves the right to reject any vendor employee who is not performing work satisfactory. The City has sole discretion to determine what is satisfactory and acceptable.

7.2.7 For security purposes, the City reserves the right to request a security investigation on each of the vendor's employees to qualify for an IT building badge. Employees must wear an ID badge and it must be visible to City employees.

8 Training.

8.1 The City will provide training to vendor employees on the City Standard loads and configurations for software, mainframe, mapping drives, loading printer drives, palm pilots and PDA devices, internet access to driver downloads, etc.

8.2 The City shall provide a room at ITSD to conduct the above training.

9 Manuals.

9.1 The vendor must provide the City Contact Person with the manufacturer manuals that is provided with new equipment, devices and/or components.

9.2 Software must be returned to the ITSD stock room.

10 Quality Assurance & Process.

10.1 Services – Quality Assurance and Process for Work Orders

10.1.1 The vendor must install devices, components and parts in accordance with the manufacturer's specifications and procedures.

10.1.2 Acceptance. The next business day following that on which the City determines the equipment has been installed or replaced in good working order shall be considered the date of install, move, remove or upgrade.

10.1.3 Preparations. The City shall coordinate all preparations prior to the vendor installing or moving equipment to destination including the wiring, punch downs and cross-connections to the network, and the network line from the wall jack to the place where the device is to be installed.

10.1.4 Notification. The City must notify the vendor when preparations are completed and the vendor will contact the City Customer to make an appointment for work to be performed.

10.1.5 Work Order Process.

- 10.1.5.1 The work order is an instrument that defines the nature of work to be performed by the vendor. Work Orders include labor and/or devices, components or items. An authorized City employee at ITSD must initiate all work orders.
- 10.1.5.2 Only Front End Analysis (FEA) is authorized to create Work Orders and make any changes to a Work Order.
- 10.1.5.3 Work orders must be generated prior to the commencement of any work performed by the vendor and all invoicing must relate to this work order.
- 10.1.5.4 The City will not pay for work performed by the vendor prior to generation of a Work Order or for any work performed without a Work Order.
- 10.1.5.5 For all work orders, City will include a floor plan defining where each device is to be installed, moved, upgraded or removed.
- 10.1.5.6 The City will not pay for any changes to a Work Order performed by the vendor prior to having FEA (Front End Analysis) authorize the change and make the changes to the Work Order.
- 10.1.5.7 Vendor must not amend any work orders requested by a City customer without prior authorization from the ITSD authorized personnel at FEA.
- 10.1.5.8 The City designated manager from the City's ITSD must define priorities whenever a conflict with the work orders occur. This manager must coordinate the work orders and inform the vendor when any third party work is required to be completed and that this work is coordinated prior to the vendor commencing work.
- 10.1.5.9 All Work Orders with a Priority 1 ASAP must be performed before all other Work Orders.
- 10.1.5.10 The vendor must always verify by phone with ITSD that wiring jobs for related work order is completed prior to proceeding with work order. If wiring job is not complete, Vendor must make appropriate adjustments to appointment with Contact Person on the work order.
- 10.1.5.11 The vendor must coordinate an appointment with the Contact Person and schedule a date & time to perform the Work Order.
- 10.1.5.12 Should the vendor arrive to perform the Work Order and did not coordinate an appointment with the contact person, then the City will not be responsible for any related cost the vendor encumbered.

- 10.1.5.13 If the City Contact person on the work order approved an appointment for the vendor to perform work and after the vendor representative arrives to perform the job, the customer changes his/her mind, then the vendor will charge the Work Order for the time lost up to the time the vendor was notified. The vendor will reschedule an appointment and have the contact person sign the work order and any Service Ticket from the Vendor for billing purposes. The signature is important for verification and authorization. The City customers and the vendor have a grace period of 15 minutes from the appointment to either commence or reschedule the job.
- 10.1.5.14 When the vendor has arrived at the time of the appointment and the City Customer is not available, then the vendor must wait the grace period. If the City Customer has not arrived during this grace period, then the vendor has the right to charge for 30 minutes at the normal rate. The vendor must leave the ticket for the charge at the location for the City Customer defined on the Work Order or Trouble Ticket. The vendor must reschedule the appointment with the City Customer.
- 10.1.5.15 When the vendor arrives for an appointment and the City Customer decides to change the appointment, then the vendor has the right to charge for 30 minutes at normal rate. The vendor must leave the charge ticket with the City Customer and reschedule the appointment with the City Customer.
- 10.1.5.16 When the City Customer is available for the vendor to commence work at the appointment time and the vendor is not available, the vendor will be given a 15-minute grace period. If the vendor does not arrive within the 15-minute grace period or reschedules the work because the vendor cannot commence work, then the City must receive credit for a 30-minute charge at normal rates. The vendor must take action to reschedule the appointment. The only exception to this penalty is when the City has requested the vendor to pull staff off the appointment to work on other work. The City's request must be in writing to the vendor to avoid the credit charge to the City.

10.2 **Services- Quality Assurance and Processing for Trouble Tickets.** There are two classifications of Trouble Tickets: Class 1 and Class 4. All Class 1 trouble tickets must be performed before all other.

10.2.1 Class 1 Priority 1 for Critical response.

- 10.2.1.1 The City may provide parts for this service unless specifically requested otherwise by the authorized representative of the City. If parts are required to be furnished by the vendor, directions will be given on the trouble ticket. A detailed outside vendor invoice must be attached to the invoice and submitted to the City for payment to support parts charged by the Vendor. These items will be provided to the City at the same vendor cost. Parts may not be provided without prior authorization from the City and cost will not exceed the cost charged to the vendor.

- 10.2.1.2 The City will email the vendor the trouble ticket to a vendor email address monitored 24 hours 7 days per week. The vendor must provide the email address to the City within 5 days after requested by the City.
- 10.2.1.3 From the time the email was released by the City, the vendor must call the City's Trouble Ticket desk within 15 minutes.
- 10.2.1.4 The vendor must be physically on site within 4 hours at the location provided on the trouble ticket.
- 10.2.1.5 For Warranty items, vendor must provide a new replacement within 4 hours from the time the trouble ticket was sent to the vendor. In addition, the vendor must make all arrangements to return the item under warranty to the manufacturer.

10.2.2 Class 4 Priority 4 for Non-Critical response.

- 10.2.2.1 The City will email trouble tickets to the vendor's email address. The Vendor must be available and have an On-Call Service available 24 hours, 7 days per week. This address must be provided to the City within 5 days from the day the City requests it.
- 10.2.2.2 From the time the vendor is contacted by the City, the vendor must call the City's Trouble Ticket Help Desk within 2 hours.
- 10.2.2.3 The vendor must be physically on site within 4 Prime Time hours at the location provided on the trouble ticket.
 - 10.2.2.3.1 For trouble tickets received by the vendor Monday-Friday, 7.45 am – 12.00pm, vendor must respond the same day between 12.00 pm and 4.30 pm.
 - 10.2.2.3.2 For trouble tickets received by the vendor Monday – Friday, 12.00 pm –4.30 pm, the vendor must respond next business day between 7.45 am and 12.00 noon.
- 10.2.2.4 The vendor must have staff to respond and work on a trouble ticket Monday-Friday between 5:00 pm and 7.45 am. This will be considered Overtime at over-time hourly rates.
- 10.2.2.5 The vendor must also respond and work trouble tickets Saturday, Sunday and vendor holidays as required. A City authorized representative prior to work beginning must approve this work.

- 10.3 The vendor is not authorized to initiate a trouble ticket. Should a City employee inform the vendor representative of a trouble on a separate device that is not on the trouble ticket, the vendor must direct the employee to the City's trouble ticket desk at 207-8888

- 10.4 The City will not pay for any work that is performed without a trouble ticket or for work performed prior to a trouble ticket generated by the City.
- 10.5 Warranties.
- 10.5.1 Integrity. The integrity of the warranty for the devices and/or component must be maintained should it be covered by warranty.
- 10.5.2 Coverage/Condition. The above non-maintenance conditions apply to equipment, devices and/or components including those covered by warranty and not covered by warranty.
- 10.5.3 The selected vendor must be a Certified Manufacture Warranty Authorized Provider for Compaq and Gateway personal computers and either Certified as a Dell Manufacture Warranty Authorized Provider or in the Dell Premier Access Program. All certifications must be kept current during the term of the contract.
- 10.5.4 The City will not pay for labor or parts covered by warranties.
- 10.6 Returns. The vendor must return all devices and/or components that are replaced or removed by work order or trouble ticket to the Stock Room. Exceptions are items covered by warranty.
- 10.6.1 Vendor and Stock Room representative must sign the work orders or trouble tickets for items that are returned to the Stock Room.
- 10.6.2 All items related to a Work Order must be collectively returned at one time to the Work Order for control and processing.
- 10.6.3 In no case should the vendor keep any equipment, devices, components or parts that belong to the City. In such case, the City will terminate the contract and proceed with legal process.
- 10.7 Closure of Jobs.
- 10.7.1 The vendor must call the appointed person at ITSD to give notice of the date & time of work completion. Notification must be given to the City immediately upon completion of the work order or trouble ticket. If the vendor fails to notify the City representative, this may be considered grounds for terminating the contract. Two written warnings detailing the failure to give notice will be given to the vendor. Upon the third warning, the City reserves the right to cancel the contract.
- 10.7.2 The vendor must collect the signature of the contact person verifying the completion of the job.
- 10.8 Revisit Jobs.
- 10.8.1 Should the vendor have to revisit the device for the Work Order or Trouble Ticket because the job was not completed or satisfactory, the City will not pay for this work.
- 10.8.2 Vendor must not double charge the City for the same job for the same device.

10.9 Service Call Tickets. Vendor must provide Service Call Tickets that relate to a Trouble Ticket.

10.9.1 The Service Ticket must be completed for each visit the vendor makes to the City on a daily basis.

10.9.2 The Service Ticket must include the Trouble Tickets number, Device ID, Start Travel Time, Job Arrival Time, Job Departure Time, Description of work performed during this time and a location for a signature of the City Contact person.

10.9.3 The vendor must have the City Contact person sign the Service Call Ticket to verify that the vendor performed work described during the time period defined.

10.10 Daily Work Report. Vendor must provide a Daily Work Report to the ITSD Trouble Ticket Supervisor.

10.10.1 This report must be provided in an Excel spreadsheet with a Title Line and data on the following lines that can be sorted by Column Headers.

10.10.2 This report can be emailed to the Supervisor or provided on a Floppy or CD.

10.10.3 The invoice ticket must included the following information but the City reserves the right to request additional data during the period of the contract:

- | | |
|---------------------------------|--|
| * Name of City & Vendor, | * Vendor's Service Call Ticket Numbers |
| * Date of report, | * Start Time, End Time, Total Hours |
| * Date of Service, | * Time Call Opened |
| * City's Trouble Ticket Number, | * Time Call Closed |
| * Brief Job Description, | * Travel Time (start-end) |
| * Date of Service Call Ticket, | * Total Bill Time |
| * Name of Staff, | * Total Bill Amount. |

10.10.4 Vendor will bill the City at the close of a trouble ticket and work order.

PRICE SCHEDULE

<u>ITEM</u>	<u>TYPE OF SERVICE</u>	<u>ESTIMATE ANNUAL HOURS</u>	<u>HOURLY RATE</u>
-------------	------------------------	----------------------------------	--------------------

Hourly Rate

(Same price for Work Orders and Trouble Calls)

Estimated work orders:	1000 hours
Estimated Trouble Tickets:	6000 hours

- | | | |
|--|----------------|-----------------------|
| a) Monday-Friday 7.45 am – 4.30 pm | Normal Rates | Price \$_____Per Hour |
| b) Monday-Friday 4.30 pm – 7.45 am | Overtime Rates | Price \$_____Per Hour |
| c) Saturday, Sunday, Vendor's holidays | Holiday Rates | Price \$_____Per Hour |

NOTE: Same hourly rates will apply to both work orders and trouble tickets inclusively.

HARDWARE ITEMS

	Work Order COUNT	Trouble Ticket COUNT
HARD DISK DRIVE	897	385
MOTHER BOARD	244	24
VIDEO CARD	376	36
MEMORY	1370	50
SERIAL MOUSE	435	140
BUS MOUSE	29	6
TRACK BALL	55	9
FLOPPY DRIVE	263	38
TAPE BACKUP DRIVE	17	0
CD-ROM DRIVE	205	98
SOUND CARD	207	2
CPU FAN	2	59
INTERNAL MODEM	720	26
PCMCIA MODEM	4	0
CDPD MODEM	395	62
SCANNER	157	0
CONTROLLER CARD	0	0
KEY BOARD	313	176
MONITOR	2673	291
POWER SUPPLY	0	34
PRINTER	1153	1
NETWORK CARD	375	86
HARDWARE ALL OTHER	11169	523
<u>HARDWARE TOTAL</u>	21059	2046

Software Items

WINDOWS 95	14	0
WINDOWS NT WORKSTATION	2	0
WINDOWS 2000	3467	0
BACKOFFICE	3467	0
MS-OFFICE PRO	33	0
MS-DOS	0	0
JOLLY GIANT	2043	0
MCAFEE	2398	0
WINDOWS FOR WORKGROUPS	0	0
EXCHANGE/OUTLOOK MAIL	3186	0
IEXPLORER	0	0
PRINTER DRIVER	0	0
MS FRONT PAGE	3	0
MS PROJECT	0	0
TEWORKS	0	0
DYNACOMM	0	0
SOFTWARE ALL OTHER	6283	1
<u>SOFTWARE TOTAL</u>	18280	1

WORK ORDERS:	4417	
TROUBLE TICKETS:		1703

ATTACHMENT I
STANDARD PC'S COMPONENTS INSTALLATION LABOR HOUR

I	<u>HARDWARE ITEMS</u>	<u>STANDARD</u>	<u>MIN-MAX</u>
	1. Hard Disk Drive	1 hr	30 min- 2 hour
	2. Mother Board (System Board)	1 hr	30 min- 2 hour
	3. Video Card	30 min	15 min – 1 hr
	4. Memory	30 min	10 min – 45 min
	5 Mouse/Serial/PS2 (External)	15 min	5 min – 30 min
	6. Bus Mouse (Internal)	30 min	10 min – 45 min
	7. Track Ball	15 min	10 min – 45 min
	8. Floppy Drive	30 min	15 min – 45 min
	9. Tape Backup Drive	45 min	30 min – 2 hr
	10. CD-ROM Drive	45 min	30 min – 1.5 hr
	11. Sound Card / Audio interface Card	45 min	30 min – 1.5 hr
	12. CPU Fan	30 min	10 min – 45 min
	13. Modem Card (External/PCMCIA)	30 min	10 min – 45 min
	14. Modem (Internal)	45 min	15 min – 1 hr
	15. Scanner Parallel / SCSI	45 min – 1.5 hr	15 min – 2.5 hr
	16 Controller Card	30 min	15 min – 45 min
	17. Key Board	15 min	5 min – 30 min
	18. Monitor	45 min	5 min – 1 hr
	19. Power Supply	45 min	15 min – 1 hr
	20. Printer	45 min	15 min – 1 hr
	21. Network Card (Intel Express 10/100/PCMCIA)	30 min	15 min – 45 min
II	<u>SOFTWARE ITEMS</u>	<u>STANDARD</u>	<u>MIN-MAX</u>
	1. Windows 95	45 min	30 min – 1.30 min
	2. Windows NT Workstation	1.15 min	45 min – 2.30min
	3. MS-Office Pro	45 min	10 min – 1 hr
	4. MS-DOS	30 min	10 min – 45 min
	5. Chameleon	30 min	10 min – 45 min
	6. McAfee	30 min	10 min – 45 min
	7. Windows for Workgroups	1.30 min	30 min – 2 hr
	8. Exchange / Outlook Mail	30 min	10 min – 1 hr
	9. I-Explorer	15 min	10 min – 30 min
	10. Printer Driver	15 min	10 min – 30 min
	11. MS Front Page	15 min	10 min – 30 min
	12. MS Project	15 min	10 min – 30 min
	13. Teworks	30 min	10 min – 30 min
	14. DynaComm	30 min	10 min – 45 min

IMPORTANT MAILING INSTRUCTIONS:

MAIL TO: CITY CLERK
P.O. BOX 839966
SAN ANTONIO, TX 78283-3966

PHYSICAL ADDRESS: CITY CLERK
CITY HALL (COMMERCE ST. & FLORES ST.)
100 MILITARY PLAZA, 2ND FLOOR
SAN ANTONIO, TEXAS 78205

MARK ENVELOPE: "BID TO FURNISH PERSONAL COMPUTER SERVICES"
BIDS TO BE OPENED: 2:00 P.M., APRIL 9, 2004
BID NO. A638-05

REMARKS: